VERMONT DEPARTMENT OF LIBRARIES

A Survey of State Employee Awareness and Information Needs

Findings and Recommendations for the Vermont State Library

Final Report
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Table of Contents

Executive Summary

This report presents results of an assessment that was conducted on behalf of the Vermont Department of Libraries (DOL). This assessment was designed as a pilot effort to support a larger strategic planning initiative underway in DOL. The intent of the work presented in the following was to determine information needs among employees of the State of Vermont, and assess the degree to which the Vermont State Library, an arm of DOL, meets those needs. The DOL's stated interest involved three basic questions:

1) Are state employees aware of the services offered by DOL and the State Library?
2) What employee information needs may be outside of current DOL / State Library services?
3) What are the present means by which state employees access needed information?

To address these inquiry areas a consulting team from the Vermont Public Managers training program carried out an investigation in two parts. The first part was the issuance of a pilot survey across the three branches of State Government, posing a series of detailed questions addressing the three questions listed above. The second part of the project was an in-depth interview process with two other state library agencies that have carried out similar survey initiatives. Here, the consulting team sought to understand the changes made by the other state in light of the findings from their own survey initiatives, ascertain successes from those changes and applicability of these findings to DOL.

The survey revealed that state employees are quite unaware of State Library service offerings. Depending on the particular service offered, awareness of state employees ranged from only 11% of respondents aware, to at most 48% unaware. Accompanying this lack of awareness is evidence of underuse among the subset of state employees who use the State Library. Current users access services infrequently, with annual or at best monthly usage as reported. Yet, those respondents who do use the State Library said that their needs were always well served and in a reasonable timeframe. Numerous employees responded that the type of services offered by the State Library were of considerable importance to their jobs, suggesting a large unmet need that the State Library may fulfill. The services in greatest demand included reference, the legal and law collection, and online catalogues of the State Library and other Vermont library collections.

A few state libraries have issued similar surveys to state employees, with nearly identical results in terms of awareness and information needs. Both the Ohio and Oregon Libraries implemented surveys and the State of Oregon used the results to boost use of their facility by 25% in one year. When interviewed, staff from both organizations suggested that their survey initiative successfully prompted the development of new library offerings that were specifically tailored to state employees.

From the survey of Vermont employees and interviews of Ohio and Oregon, the VPM team has developed a series of recommendations intended to promote use of the Vermont State Library, at reasonable cost. The three overall recommendations provided in this report are accompanied by a set of actions that are readily implemented as simple, discrete projects.

1. Increase awareness of the State Library and its services amongst state employees by developing and using a statewide email distribution list and other online social networking tools.
2. Improve understanding of state employee information needs by re-issuing the pilot survey to more employees, conducting focus groups, and developing an online state employee user community.
3. Expand delivery of information content to state employees by identifying a core set of employees involved in archiving activities, developing a web-portal specific to state employee needs, developing expanded partnerships with the University of Vermont's Dana Howe and Bailey libraries, and acting as an agent to Vermont's government in the administration of subscription-based content.

Project Background and Context

The purpose of this project is to measure information needs across State government and assess the degree to which the State Library meets those needs. This data gathering and analysis effort was conducted on behalf of the Department of Libraries by a team of consultants engaged in the Vermont Public Managers (VPM) program. The VPM program supports the development of leadership and management skills for selected employees of the government of the State of Vermont. The project described in the following pages was assembled and executed for the State Library as one component of a strategic planning initiative aimed at improving the services delivered by the Department to its clients.

This mission of the Department of Libraries is to *"collect, organize, and disseminate information and library materials in a variety of formats to the three branches of State government, libraries statewide, the general public, and Vermonters with special needs; to support and strengthen local libraries; to foster new means for statewide cooperation and resource sharing among all types of libraries; and to increase public awareness of libraries and their services and to act as an advocate on their behalf."*

The Purpose of this Inquiry

The initiative described herein addresses information needs across the three branches of the Vermont State Government. The Department of Libraries' broad mission statement is not specific to information content to be "collected, organized, and disseminated." As such, and with an ever-growing suite of laws, policies, procedures, and information sources of relevance to the business of the State, DOL has developed legitimate concern over its ability to provide current and useful content. It is, in fact, very difficult to know the content needed by the three branches.

Moreover, with the advent of internet-based information gathering, the ability for individuals to acquire information or content of any type has exploded. Content required in order to fulfill the comportment of State Government is no longer available exclusively in printed form. Individual staffers may rely on printed publications, internet-based subscriptions, freely-available content, and certainly rely upon content delivered by internet search engines. Recognizing these changes, the VPM team developed this investigation to inform DOL as to the information of highest relevance to the core mission for servicing state government information needs.

Objectives

In the development of this survey initiative, DOL expressed interest in three general types of information of relevance to this initiative:

> 1) Are state employees aware of the services offered by DOL and the State Library?

2) What employee information needs may be outside of current DOL / State Library services?

3) What are the present means by which state employees access needed information?

To address these three inquiry areas the VPM consulting team established an investigative project in two parts. The first part was a pilot survey across the three branches of State Government, posing a series of detailed questions addressing the three areas described immediately above. The specific objectives of this component were to determine awareness of library services within basic fields of work, agency/department, and longevity of service in the State workforce. A second objective was to determine the most important information type needed by respondents, to determine the degree to which DOL met these needs, and where relevant, to determine the methods by which staffers obtain information. Additional questions addressed the capability of the DOL website to provide information content, and evaluate a range of acceptable turnaround times for information delivery by DOL.

The second part of this project was an investigation of two other state library agencies that have carried out similar survey initiatives. Here, VPM consultants sought to understand the changes made by the other state library agencies in light of the findings from their own survey initiatives, and ascertain successes from those changes. In a pair of interviews with staff from the Oregon State Library and the Ohio State Library, the VPM team gathered insightful information of clear relevance to the Vermont State Library.

Pilot Survey Design

The pilot survey was designed in three steps; scoping, development, and testing. The VPM consulting team scoped the general outline of the survey by interviewing DOL project sponsors on the specific information they needed. As an outcome of this first meeting, it was determined that the pilot survey might be designed to actually achieve two goals: information gathering *and* education about DOL services. It was therefore determined that at least some of the questions posed would essentially advertise the functions that DOL provides to State Government, a practice akin to political "push-polling."

In addition to consultation with DOL staff, the survey was designed using five previously executed state library surveys from Oregon (2008), New Jersey (2004), Ohio (2005), and South Carolina (1994). Each survey was reviewed for the intent of the questions posed and the language employed, and certain questions were modified from these surveys as appropriate.

The survey instrument was tested sequentially by staff of the VPM consulting team, DOL staff and VPM program leaders. In each stage of testing, revisions to the design and flow of the survey questions were made. The final survey (Appendix A) consists of 23 questions that obtain information about library awareness and usage, and educate respondents about library services.

Survey Execution and Data Analysis Strategy

Survey recipients. The intent of this survey was to poll State Government across the three branches. To accomplish this, a random selection of potential respondents was identified from amongst the ~7,000 individuals listed in the State of Vermont Online Directory maintained by the Agency of Administration. The random selection was generated by acquiring at least 100 valid email addresses corresponding to unique individuals, pulled from the first page of the Online Directory for each letter of the alphabet corresponding to the individuals' last name (e.g., 100 names beginning "A," 100 names beginning "B," etc.). A total of 1,650 valid email addresses were identified to which the survey request was sent.

In retrospect, this strategy may have been biased in two ways. First, the Agency of Administration list is incomplete as regards the Legislature and Judiciary. As such, these two branches are underrepresented in this survey. Second, there may not have been 100 last names beginning in certain letters (e.g., letters Q or X). The effect of this second bias on the survey outcomes is likely negligible as it was assumed that information access had no relationship to the letter of one's last name.

The online service "Survey Monkey" (www.surveymonkey.com) was used to collect responses. Survey Monkey offers a range of survey design and analysis tools, facilitating analysis of results. The survey was deployed January 22 through February 4, 2010. Three-hundred eleven individuals responded, of which 286 (84%) completed the survey. The valid response rate of ~17% significantly exceeds the <10% response realized in 2008 by the State of Oregon, and implies considerable interest in the State Library by Vermont state employees.

Survey Representativeness. Statistical survey design principals indicate that a minimum number of sample responses are necessary to report survey results with statistical confidence. A minimum sample size 264 valid responses was determined (per Bartlett et al., 2001 providing a margin of error of less than five percent). Otherwise put, the results presented herein are representative of the total population of the state workforce. As such, in those areas of this report where the authors refer to the State Workforce, as opposed to "survey respondents," it is because the design of the survey, and size of the response, permits this inference.

Findings

Survey Respondents

A variety of respondents are represented in this survey (Figure 1). By Agency, the largest response was obtained within the Agencies of Human Services, Natural Resources and Administration. Response was inadequate within two larger agencies; Transportation and Agriculture. In addition, a very low proportion of the Legislature or Judiciary is represented in this survey and it is recommended that the survey specifically be re-deployed to these branches of government.

Within the Agency of Human Services, the largest numbers of respondents were within the Departments of Health, Children and Families, Corrections and Disabilities and Independent Living. Within Agency of Natural Resources, the majority of respondents were within the Department of Environmental Conservation. Within Agency of Administration, the largest number of respondents were within Banking, Insurance, Securities, and Health Care Administration (BISHCA), and the Departments of Information and Innovation, and Buildings and General Services. These findings may to a degree reflect the size of the agencies but this does not explain the high response from the relatively small Agency of Natural Resources. It is equally likely that a larger response may indicate more interest in the topic of State Library services, suggesting the opportunity for targeted outreach activities.

In terms of years of service, the vast majority of respondents were relatively evenly split amongst four levels of tenure: < 5 years, 20%; 5-15 years, 34%, 15 – 25 years, 30%, and > 25 years, 17%.
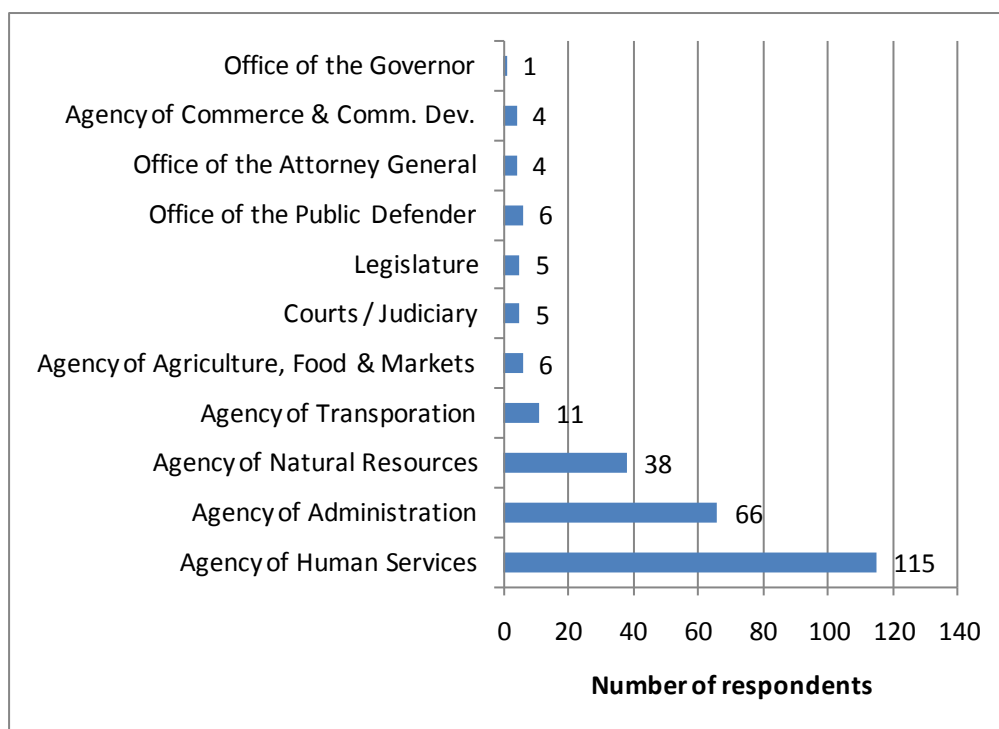

Figure 1. Vermont State Library User Survey: Number of Respondents by Agency

A wide variety of types of work are also represented by survey respondents (Figure 2). Not surprisingly, and reflective of the findings detailed above, the majority of respondents work in human services and/or science fields. A large number of respondents are also involved in financial or support services. Only a very few respondents are involved in archiving and record management yet this is a field of work that is a natural fit for State Library services.
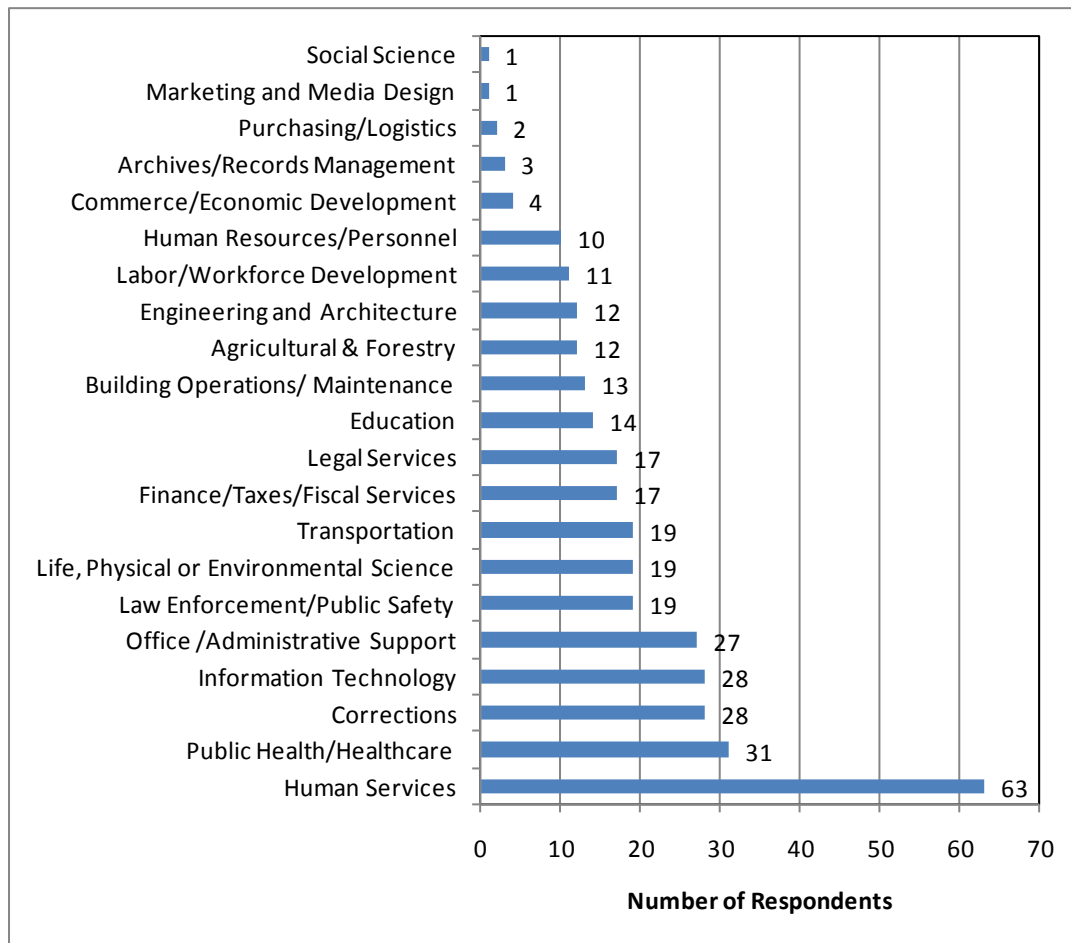
Figure 2. Vermont State Library User Survey: Number of Respondents by Field of Work

Usage and Awareness of Services

As judged by usage, only 14% of state employees have used the State Library website to obtain information necessary to carry out their work. This low statistic suggests a general lack of awareness of the State Library and its services, as is well documented by the survey results. As evaluated by the pilot survey, the general level of awareness of State Library services is variable by service type, but in all cases quite low.

Indeed, more than half of the state workforce is unaware of available State Library services (Figure 3.) The highest level of awareness identified in the survey was for interlibrary loan services (~48%), while only slightly more than 10% of respondents were aware of the "Ask a Librarian" or Grants Databases services. The availability of a centralized and comprehensive catalogue of grants would be useful to state employees in the current economic climate and this service should be promoted. The general lack of awareness of services suggests that outreach efforts by the Department of Libraries will improve awareness and boost usage of the State Library amongst the workforce.
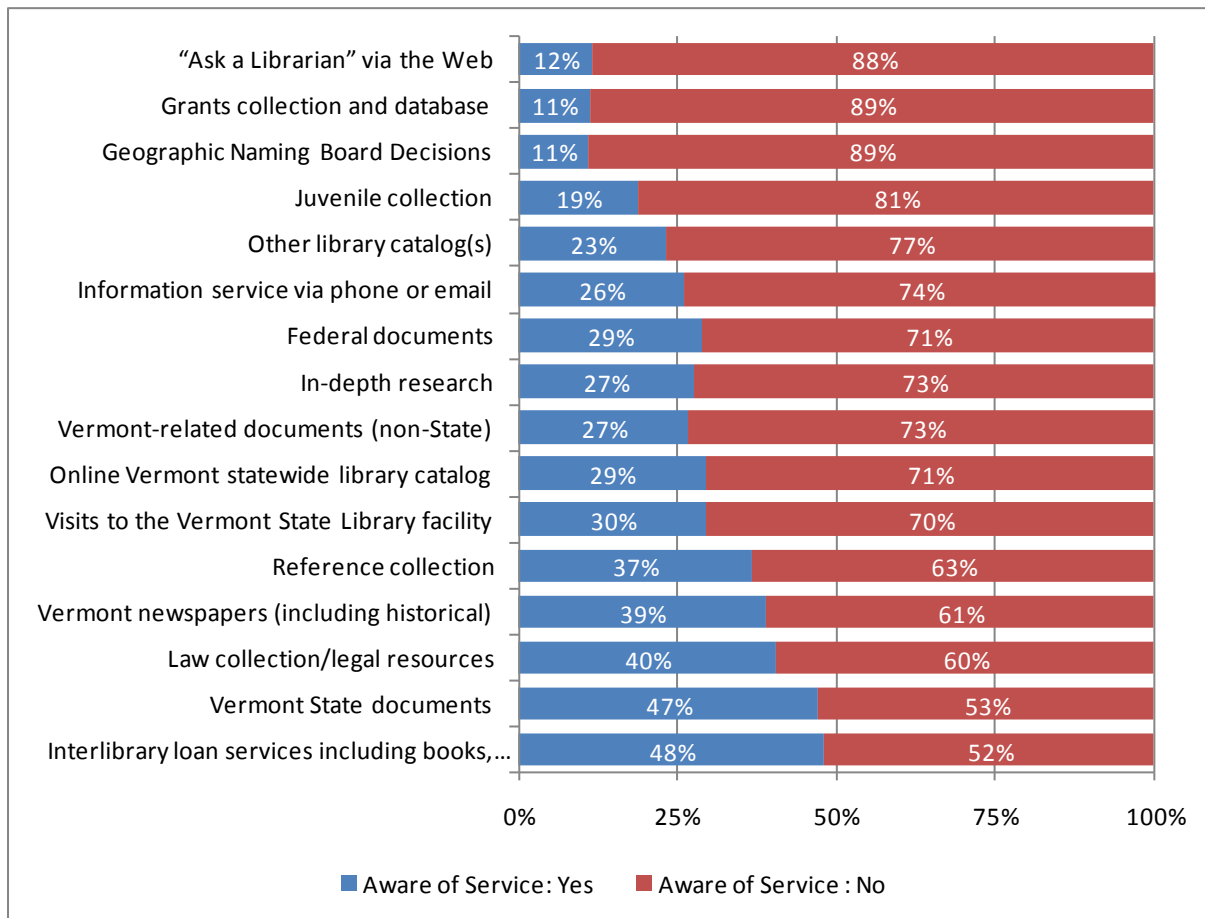
Figure 3. Vermont State Library User Survey: State Workforce with Awareness of State Library Services

Respondents were also specifically asked about two important services considered by DOL staff to be of considerable importance; the reference department and a selection of online database content. Awareness of these services was very low. Eighty-eight percent of the state workforce was unaware that the State Library offered a reference department and eighty-four percent was unaware of the existence of the online database content available through the State Library.

State Employee Information Needs

The information needs of the State Workforce were evaluated by a series of fixed-answer options, including an open ended "other" option. Respondents were polled as to whether they used State Library services to meet these needs. The responses in this area of the survey illuminate opportunities for additional service and or content areas that may enhance usage.

There exists a core need across the state workforce for a catalogue of federal, state, or other statutes (Figure 4). Over 150 individuals indicated this as a top information need. Closely following are publications specific to the fields of the respondents, news specific to the fields of the respondents and legal reference. Health statistics, census-based information and general demographic information was of moderate importance across the state workforce.
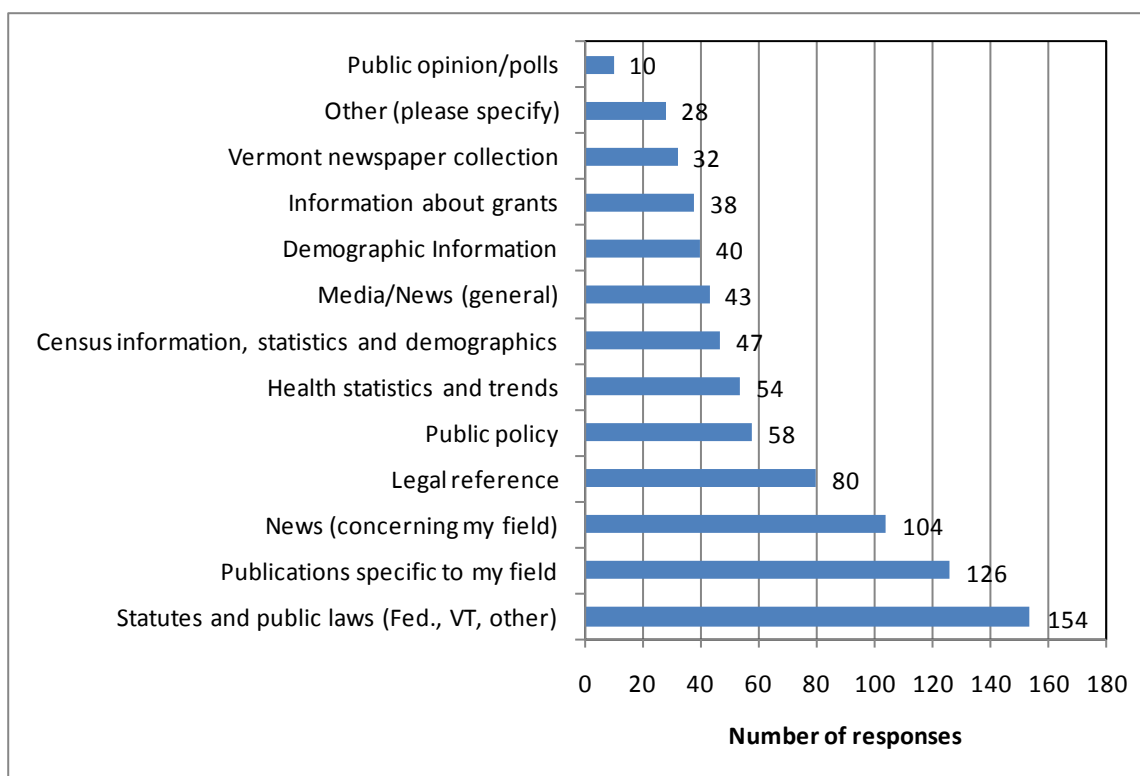
Figure 4. Vermont State Library User Survey: State Employee Information Needs (top three choices)

Among the variety of open-ended responses, several common information needs were noted: Medical and Health Journals; Computer Software Documentation and Troubleshooting Information; and, Transportation-related Technical Literature. If not currently part of the State Library collection, these items merit consideration by the State Library as possible areas of added content. Other items that were mentioned included: "Manning Town Directories (digitized);" property ownership information; electrical codes; young adult fiction; and agency-level organizational charts.

In terms of meeting their needs for information, only 16% of respondents actually use the State Library. The VPM team evaluated these individuals' use of the State Library in terms of frequency of use, types of services used[1], and adequacy of turnaround time relative to that required.

Of the subset of respondents who do use the library, half use the library services once per year while the other half use the library services approximately monthly. The service types used and frequency of use varied, as shown by Figure 5. The most widely used service was the online library catalogue (19% of respondents). Few respondents make regular use of these services.

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[1] This inquiry was conducted for a subset of services articulated by the State Library to be of particular importance.
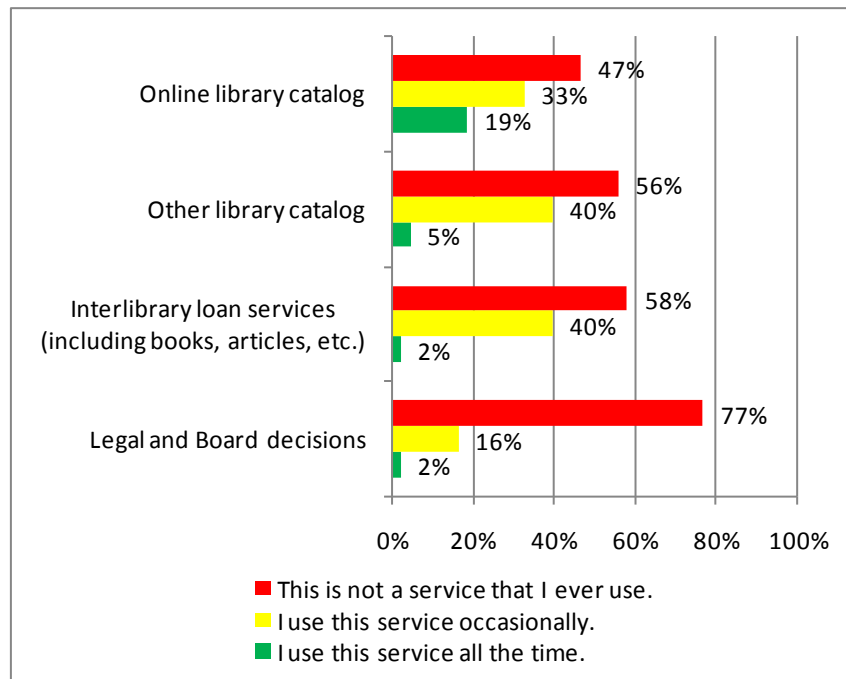
Figure 5. State Library User Survey: Use of Core Library Services

On a more encouraging note, of those respondents indicating that they have used the State Library services, 88% indicated that the State Library met their needs, while 42% indicated that it was easy to locate and obtain the information they sought, and 44% felt the information was obtainable with only some effort. Only 14% felt that accessing information through the State Library was a difficult task.

When polled as to the adequacy of current turnaround time for State Library services that are requested, over 95% indicated that turnaround times were satisfactory. When asked what an adequate turnaround time would be, respondents indicated overwhelmingly that a week turnaround to be acceptable for interlibrary loan, while a day turnaround is preferable for reference requests. Current state employees who use the State Library are quite ably served.

The survey also asked respondents about their need for a subset of services[1] listed in Figure 3, as a means to determine which of these services may be expanded upon. This is shown in Figure 6, where offered services are listed by level of need. The greatest stated need for State Library services is within telephone reference and information, the law collection and legal resources, and the online statewide library catalogue. Over 40% of the state workforce has at least an occasional need for these services, even if they are not presently making use of them.
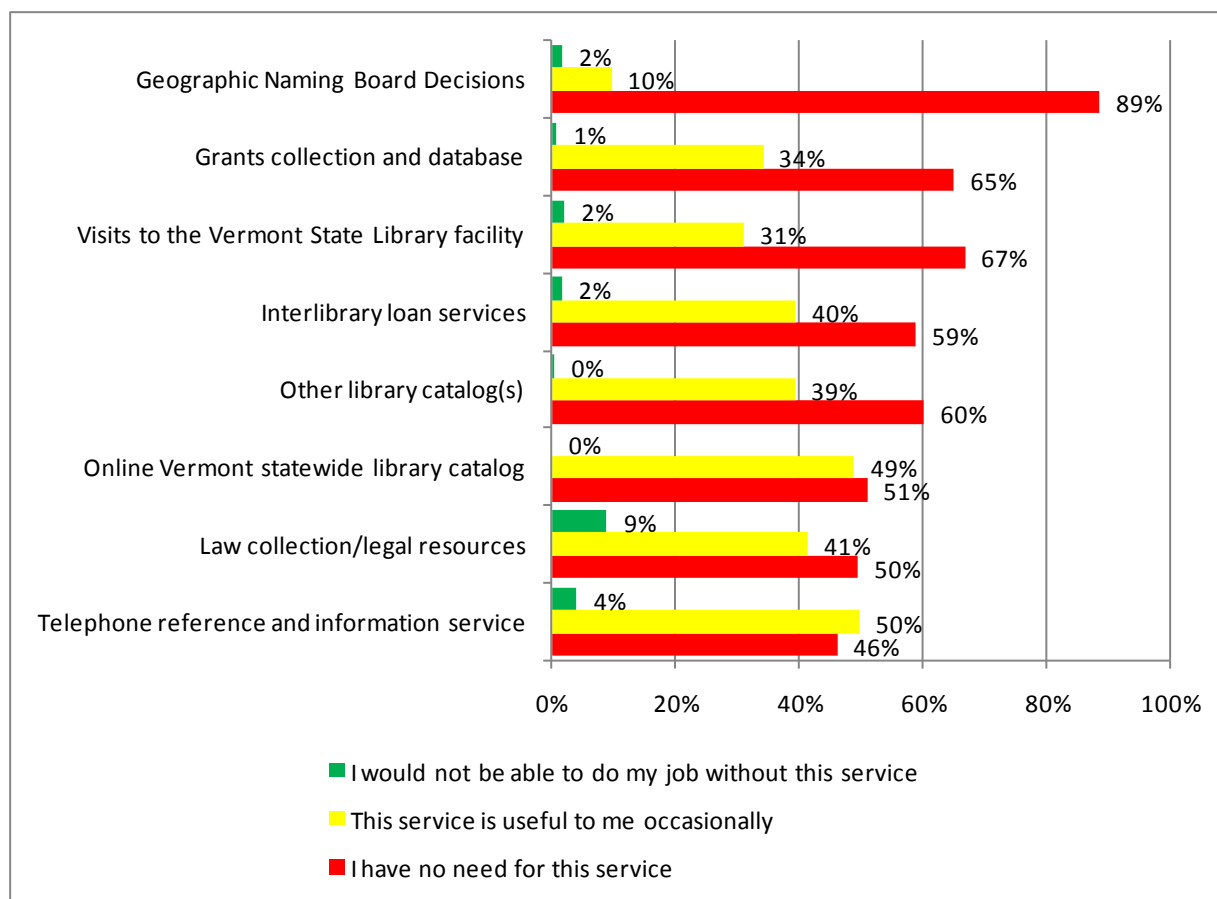
Figure 6. State Library User Survey: Stated needs for Selected State Library Services

Barriers to Accessing State Library Services by the State Workforce

Survey respondents were asked what barriers exist to their use of State Library services. Lack of awareness is the most compelling reason that state employees do not use State Library services (Figure 7). The second most frequently cited reason was lack of awareness regarding how to access State Library resources. Only 21% of the responses indicated that there were no barriers to accessing State Library services and resources.
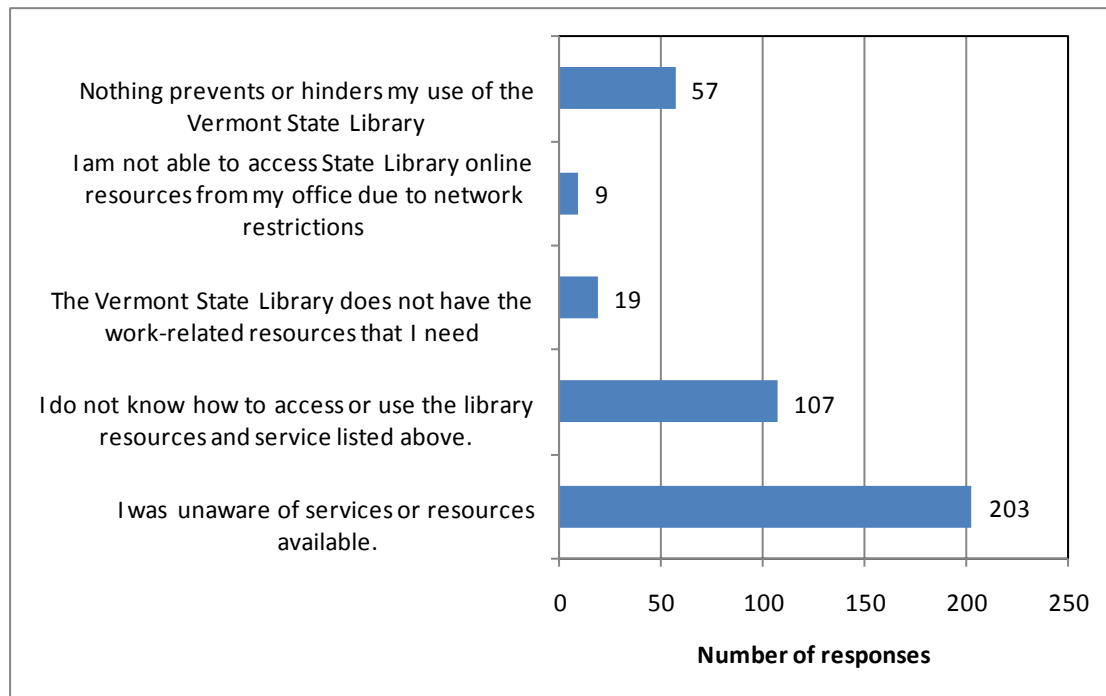
Figure 7. Library User Survey: Barriers to accessing State Library Resources and Services

How are State Employees Fulfilling Information Needs?

Ninety-six respondents provided individual comments about the library, which fell within three general areas: desire to learn more about the offered resources; how to use the library; and, internet accessibility of the library's resources. State employees provided many specific points about their needs, which offer valuable insight. On a regular basis, state employees said they needed research material, legal information and scientific journals. These state employees appeared excited to learn that their State Library could be resource for this information. Some state employees asked for practical classes from the library, such as IT training and grant writing assistance. This highlighted a somewhat limited understanding of how the library operated and what it could offer but spotlights a potentially unmet need.

A common theme in the comment section was a lack of information on how to access the library's resources. Some wondered how they could utilize Vermont State Library resources from their own computers. A few respondents suggested announcements or classes on how to use the library, and even web-based tutorials. Suggestions were made to have more databases available and to have complete journals available at low or no cost. State employees stated they would like more training or research material available, yet they are not able to make a trip to the library. In order to do their weekly research work the state employees commonly use internet search engines. A few respondents stated these resources were flawed in one of two ways. Individuals could not always obtain complete research articles or journals, and/or they may view web sources as non-evidence based or inaccurate.

The comments offered by employees surveyed suggest that the Vermont State Library do more outreach. This could be in the form of presentations or a web-based tutorial. Also, a revamped DOL website with a one-page State employee portal would facilitate use of State Library services.

Other State Library User Surveys: Oregon and Ohio's Experiences

In 2008, the Oregon State Library sent a similar survey to their registered and non registered users. 873 state employees completed the survey. This survey validated what they had theorized; that most people were not aware of the library and that those surveyed were unsure how to access the library. The survey was itself beneficial as it informed state employees about the library and its available resources. Oregon's Outreach Coordinator stated it was a win-win process. The strategic goals Oregon developed based on their survey were to find out exactly what clients needed, and to make the library more visible and user friendly. The results are compelling. The number of users two years before the survey was seven thousand. Now, the Oregon State Library supports ten thousand users.

One strategy Oregon used to make the library more visible was to create a web site or tutorial that taught clients how to access the libraries' resources. A second approach enlisted state agencies to nominate an employee as a 'library champion.' These champions could be anywhere, sitting perhaps in Oregon's Human Services or Transportation Agencies. Oregon's Library Champions would inform their colleagues of the library's resources and therefore increase the use of the library. A third initiative was the design of a three hour introductory course about the library, with an optional tour. These classes are always filled to capacity. Increase use of the library was noted since this program was initiated.

Oregon State Library also found from their survey that they may not be meeting current needs. They felt that an in-depth analysis of employees' library needs was crucial. Therefore, the outreach office designed a series of focus groups that would assess what specific products and programs would be helpful. The focus groups are scheduled for this May and have fifty-three people enrolled. The cost of this process is modest: three staff's time and refreshments. Oregon noted as well that employees need to and expect to obtain information or research mostly from the internet. Oregon took this as a signal that it was time for this library to engage social networking systems. They are presently working on starting chat rooms for their system.

In 2005, the Ohio State Library hired a consulting firm to conduct a survey of Ohio state employees. Fifteen hundred employees responded, and Ohio hoped to identify how many employees utilized the library and what were their needs.

Ohio State Library discovered from the survey that there was minimal awareness of the library and its resources. Their analysis showed that there was a potential for 59% of new users. Further review of the data demonstrated that just by conducting the survey there was increase use of the library.

The data confirmed the need for a major outreach effort. They also discovered that employees wanted to access the libraries resources quickly from the internet. To that end they have a special page on their website that reports all the latest materials acquired.

Due to budget constraints and layoffs, the Ohio State Library is waiting to conduct further outreach activities. Ohio State Library staff would have liked to conduct presentations to state offices but cannot due to financial limitations. At minimum, they want to conduct regular surveys to continue promoting awareness, but without the assistance of a private consulting firm.

These states had several common themes resulting from their surveys. One, that there was low awareness of the library, second that the survey respondents did want some databases and complete journals that were not available on-line, and thirdly that most of their usage would be by the internet. The libraries plan to increase their visibility by doing presentations, updating their websites and adding WEB 2.0 products. As Oregon's outreach coordinator said: libraries can provide a lot of research material and they can teach people 'how to fish' for this materials. They just need to increase their connection to the state employees and engage the internet.

Discussion

The bottom-line of the survey results are clear; state employees want to use the library, but they need to be informed of this great resource. Despite some limitations, the survey provides useful information to begin planning new options for service delivery to Vermont's State employee workforce. In the following, some general recommendations are discussed in light of the opportunities they present.

Population Surveyed

With regards to the population surveyed, the survey results are statistically representative of the state workforce and reflect a great many different fields of work. However, low levels of response from some agencies imply that a more targeted, Agency-specific re-deployment of the survey could obtain more precise information. In addition, there remains the need to do a targeted survey of the Legislature and Judiciary to ensure representative coverage within those branches of Government. One challenge associated with this would be that obtaining meaningful response from the legislature could be difficult, given the myriad demands placed on the available time of elected representatives. Surveying the legislature would need to be timed well and be very easy for legislators to do. Finally, due to low numbers of respondents involved in archiving and records management, it may be worthwhile for the Department of Libraries to develop and maintain list of individuals in State Government who carry out these functions. There is a natural synergy between the State Library and individuals involved in this type of work.

State Library Awareness

In terms of awareness, the vast majority of State employees are unaware of the services provided by the Department of Libraries in general, and the services of the State Library specifically. In all instances, state employee awareness of services was less than 50%. The service areas for which the most respondents were aware included interlibrary loans and Vermont state documents. There was very low awareness of specific services including the grants database and "Ask a Librarian" functions, and also in the core library services provided by the Reference Department and delivered through online database content.

There are several options that may be employed to increase awareness. First, the survey was developed with an educational component. By asking respondents if they were aware of services provided by the State Library, they were in fact being educated as to the existence of the services in question. Redistributing the survey to *all* employees in State Government would serve as an educational tool while expanding on the results provided by the first survey iteration. So-doing offers the opportunity to place the State library in front of all state employees at once, promoting curiosity among some respondents, and potential "water-cooler" discussions.

A second option to enhance awareness of services would be to develop an email notification system that brings the State Library newsletter in front of each state employee on a monthly basis. This would be analogous to how the Vermont Wellness Program makes employees aware of their services on a recurring basis. A corollary benefit of implementing this strategy is that it would address the second most important barrier to use of State Library services, which is the lack of awareness on how to access the services (Figure 7). A third opportunity to enhance awareness would be to develop a State Library toolkit, (aka a "library card plus") to be provided to every new state employee as part of their orientation package. As it may be difficult to identify new hires on a routine basis (since orientation practices vary by Agency), State Library staff may wish to discuss getting accessing to new hires through payroll services of the Agency of Administration.   Finally, consideration should be given to a state employees portal on the State Library website, providing one-stop access to commonly needed information. This portal could be supplemented by a social-networking page on a site such as Facebook or LinkedIn.

State Employee Information Needs

The information needs identified by the survey are quite varied. However, there are a few types of information that stand out as necessary to large numbers of state employees (e.g., statutes, publications specific to field of work, legal reference, medical literature, information technology documentation).   Fulfilling this wide array of information needs completely may present a challenge for the State Library, requiring investment of time and financial resources. Yet, over 40% of the state workforce has an occasional or greater need for several State Library services (Figure 6). As awareness about State Library services grows, demand will likely increase considerably.   With this in mind, there are some strategies that merit consideration.

In order to provide information on Federal or VT statutes, the State Library should consider developing a central repository of core statutes of importance to agencies. In order to provide state employees access to field-specific journals, the Department of Libraries should engage in a partnership with the Bailey-Howe and Dana Medical Libraries at the University of Vermont. Alternately, the Department of Libraries may consider financial partnerships with VT Agencies such that the State Library would become the subscription administrator for a collection of journals housed within a certain publishing group (e.g., multi-Agency, many-user). This approach would be cost-effective but not at all cost-free. In order to determine exactly which sets of statues and which periodicals would provide the greatest assistance to state employees, State Library staff should engage in a set of focus groups, as was done in Oregon.

Summary and Recommendations to Enhance State Library Use and Service Delivery

There are three very basic and financially achievable recommendations that stem from this analysis, which are listed in priority order, and expanded upon below in a set of actions. The design of these action items is that they are inexpensive, easily implemented by one or at-most two staff members, and can be carried out sequentially. The VPM consulting team recommends that each top-listed item be implemented first, and then followed by subsequent items in each list. The VPM consulting team recommends that DOL:

A. Enhance awareness of the State Library and its services amongst state employees;
B. Seek to understand state employee information needs, and tailor content to fit these needs;
C. Expand delivery of information content.

Recommendation	Actions
A. Increase awareness of State Library services	1. *Develop an email list and provide recurring delivery of State Library newsletters to all state employees. Alternately, this email could be delivered to designated supervisors, requesting forward to all staff.* 2. *Use the email list and newsletters to communicate about routine library services to all state employees.* 3. *Develop State Library toolkit (aka "library card plus") on State Library services, to be provided to all newly hired state employees. This should include the availability of a web-based tutorial that can be accessed by all state employees.*

Recommendation	Actions
B. Understand state employee information needs	1. *Reissue the Pilot Survey across all members of Vermont State Government.* 2. *Convene small focus groups from Agencies where a large potential user pool exists to identify the specific content needed by users.* 3. *Develop web-based tools to foster an online library user community.*
C. Expand delivery of information content	1. *Develop a web-based repository of core Federal, state, and local statutes of importance to state employees.* 2. *Develop partnerships with the University of Vermont's Bailey-Howe and Dana Medical Libraries to deliver journal content to state employees.* 3. *Act as an agent on behalf of multiple VT Agencies to administer subscriptions to journal content using partnership funding.* 4. *Develop and maintain a list of state employees involved in archiving and records management and offer email- updates on services provided specific to this field.*

Acknowledgements

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Appendix A – Survey questions and premise for each question

Individual survey questions are listed in the following, along with the underlying premise of each question. The survey was constructed with underlying logic such that all respondents were asked the same up front questions, but were subsequently then asked different questions depending on whether they used State Library services. The full text of the survey, including allowable responses, is shown in Appendix A.

Question 1:
What is the primary focus of your work in State?

The premise of this question is that information needs will vary with the focus of work. The responses of this question were used to determine areas of highest information need, and also as a screening value within which specific information types were attributed to specific work types.

Question 2:
Please indicate where you work.

Responses to this question permit an evaluation of DOL service awareness by Agency or Department.

Question 3:
How long have you worked in State Government?

The premise of this question is that DOL service awareness and information needs are both likely to vary by term of service. Newer employees may be less aware of the existence of DOL, and in some circumstances may have less comprehensive information needs.

Question 4:
Are you aware of these services of the Vermont State Library?

In this question, a roster of available services was listed. This question was designed specifically to educate the respondents as available State Library services, while gauging awareness of these services.

Questions 5 and 6:
Have you used the State Library Website?
If yes, please rank the ease with which you are able to access information.

In these questions, respondents are polled as to their use and ease of the website. This question was asked early in the survey (even prior to polling Library usage of any form) as it was presumed that this is the most common mode of first-contact access to the State Library.

Question 7: *What is the most important type of external information that you need to do your job? Please select 3 of the most used pieces of information.*

In this question, a variety of information types were provided as possible choices, along with an "other," self described option. This question gauged information needs across respondents.

Question 8:
Have you ever used the Vermont State Library to fulfill these information needs?

This question directly addresses the degree to which the State Government workforce is using the State Library to fulfill information needs. If answered in the affirmative, the respondent was directed to question 9, if no, respondent was directed to question 15/16 below.

Question 9:
How frequently do you use the Vermont State Library?

For those responding in the affirmative to question 8, this question directly addresses frequency of usage.

Question 10:
Does the Vermont State Library meet your information needs?

For those responding in the affirmative to question 8, this question directly addresses adequacy of the State Library in fulfilling information needs.

Question 11:
How easily do you find information using the Vermont State Library resources and services?

For those responding in the affirmative to question 8, this question directly addresses the ease of using the State Library to fulfill information needs.

Question 12 to 14:
Is the turnaround time for the following acceptable?
What is an acceptable turnaround time?
Generally, your information needs are: (same day, next day, one week, > one week).

For those responding in the affirmative to question 8, these follow-on questions were designed to determine acceptability of present State Library turnaround times, and he turnaround time needed of clients.

Question 15 and 16:
Are you aware that the Vermont State Library has a reference department that can perform research for state employees across State Government?
Are you aware that the Vermont State Library provides access to a selection of online databases (the Vermont Online Library) to facilitate access to research and information needs?

These questions were developed to simultaneously gauge and enhance awareness for two core State Library services.

Question 17:
How do you presently obtain the information needed to do your job?

In this question a series of possible responses was provided along with an "other," self described response.

Question 18:
Please rank yourself in terms of your use of information technology skills to access information online.

The intent of this question was to determine the self-reported level of technological savvy of users, under the assumption that those with higher technological skills are likely to exercise a wider variety of self-directed research options, as opposed to using assistance from the State Library.

Question 19:
Do you ever purchase articles or subscribe to e-journals from online sources?

Much content is now available online, and some of it is only available by purchase or subscription. This question was posed with the intent of determining the proportion of respondents that are willing to pay for content. The underlying premise is that if a sufficient number of respondents were willing to pay, the State Library might be in a position to purchase statewide subscriptions to these services, alleviating the burden among individual staff or single organizations within State Government.

Question 20:
The following list indicates several services that the Vermont State Library provides to state employees. After each, please indicate the level of utility in your job.

This question was designed to gauge and enhance awareness for State Library services. This question was also intended to provide the State Library with data regarding those services with the highest potential demand.

Question 20:
Do any of the following prevent/hinder your use of the Vermont State Library?

In this question, a series of possible hindrances to the use of State Library services was articulated, with the intent of identifying possible pathways for enhancement of service usage.

Question 21:
What new services, resources or training opportunities would you take advantage of, if provided by the Vermont State Library? Please be as specific as you can.

This open-ended question was posed as a means to poll respondents as to what services the State Library could develop.

Question 22:
The Vermont State Library wants to be responsive to state employee needs and is interested in learning from you. What is your preferred method for locating and accessing work-related information? Please include information about costs incurred in obtaining that information.
This open-ended question was posed as a means to poll respondents about how they obtain information, with the aim of identifying possible new avenues for the State Library.

Question 23:
Would you be willing to have the Vermont State Library staff contact you to learn more about your information and research needs?

This final question provided a roster of individuals who would be willing to further share information with the State Library.